



Rekha Kumari

Duty manager/ Lobby manager

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Age: 28 years

Objective

Seeking a position with your company to better utilizes specialized skills and knowledge in a professional environment and challenging opportunities, enhancement of learning, and growth using a combination of training and experience skills.

Summary

Providing quality guest service within the guidelines specified by the hotel management; overseeing all Front Office (Reception, Lobby, Concierge ,Bell Desk ,Reservation, Operator)operations; maintaining a high level of guest service; providing support for the line staff; providing training and disciplining of all the Front officer employees. Serves as guest's liaison for both hotel and non-hotel services. Assists the guest regardless of whether inquiries concern in-hotel or off-premises attractions, facilities, services or activities.

Work Experience

Spectrum Resorts spa & Convention [210 Key]

09/2019 - 09/2020

Udaipur-India

Duty manager / Lobby Manager

- Assist in the day-to-day operation of the hotel front office
- Supervise the operational activities of the hotel front desk within hotel
- guidelines to provide the highest standard of courteous service
- Assign, coordinate, and supervise work activities of Front Desk Agents.
- Ensure work is completed (includes shift closings, room deposits, refunds and rebates) •Train and develop Front Desk Agents. Prepare staffing schedules and complete payroll
- Prepare and conduct Front Desk meetings and resolve issues.
- Perform house counts and review daily arrivals, identify potential problems with rooms' activity and take appropriate action.
- Provide information and direction to staff to achieve 100% occupancy.
- Review and resolve dispute accounts and Housekeeping discrepancies.
- Perform check-in and out procedures.
- Take personal responsibility for correcting customer service
- Leading the front office team and maintaining a level of professionalism according to the standards.
- Balancing the house and blocking rooms according to the standards set forth by the Hotel
- Ensure adherence to all credit procedures in the front office, •reviewing high-balance report and follow up with credit manager or front office manager if needed.
- Ability to handle relocation of guests according to established procedures.
- Ability to interact and mingle with guest Maintaining guest satisfaction by dealing with guest concerns both in person and by correspondence.

Promote and motivate agents to continually enroll guests and achieve monthly goals •Response and adherence to emergency procedures.
•Ensuring a smooth response and coordination of appropriate departments during all emergencies.

The Leela palace [326 key] 11/2014 - 04/2019 Chennai-India

Butler supervisor in Front office

- Successfully managing front desk operations—reservations, room checks -in, billing night Audit etc.
- Making daily reports Like Flash, DBS, Email Capture, C-Form (IN & OUT) reports etc.
- Ensuring high levels of guest satisfaction at all times - anticipating and fulfilling guests Requirements as well as handling inquiries and complaints
- Managing smooth Reservations check INS and check outs of group and FITs & VIP's.
- Monitored room availability using Opera.
- Taking in room Check in and check out.
- Greeted and registered guests and issued room keys.
- Performing cashier related functions like posting charges to guest accounts, rising paid out, Currency exchange and passer-by bills etc.
- Assists in preregistration and blocking of rooms for reservations.
- Fostered strong working relationships with all hotel departments.
- Directed the daily activities to the Team of team as duty manager
- Taking care of inventory & store (Mini bar, CGS, or other) for department.
- Maximized profitability rates through up selling at Front Desk.
- Well acquainted with Triton Guest Request service software, opera and WINHMS.
- Implemented high-impact sales and marketing initiatives, resulting in increased occupancy and profitability.
- Taking the charge of safety & security of the hotel.
- A result oriented professional with over seven years of experience in Operations, Guest Services & team Management in the Hospitality industry.

Ruby Tuesday, Indus Grill RTC Restaurants

10/2011 - 10/2014

Delhi-India

Guest service associate

- Complete forecasts, plans, and productivity reports for management.
- Greet and welcome all guests and take beverage and food orders in a prompt and professional manner Be attentive to guest s needs Prepare food and beverages for service to guests and present food according to established health and presentation standards. •Monitor guest behavior and guest alcohol consumption to determine when alcohol service to the guest should cease; notify management of incidents involving excessive alcohol consumption or impaired condition of guests; check identification whenever the age of a guest requesting an alcoholic beverage service is questionable Clear and clean tables in a prompt and efficient manner. Clean and/or wipe down tables, chairs, walls, windows, mirrors, and floors as necessary Perform department/outlet opening or closing duties as required.
- Ensure that wait staff stations are clean and maintained throughout shift Follow hotel safety protocols and procedures at all times. Immediately report any safety/service incident to the Supervisor or Manager on duty Take action to solve guest problems/complaints and use established guidelines for any service recovery to ensure guest satisfaction Work as team and communicate and co-ordinate with other departments to ensure excellent quality and service May receive guest payments and process transactions as outlined in the cash and charge procedures as needed May assist with other duties as assigned Being passionate about people and service Communication skills are used frequently when interacting with guests, wait staff, cooks, and supervisor.
- Ability to comply to local laws regarding food handling or serving of alcohol Reading and writing abilities are used often when taking orders, completing paperwork, etc.

Education

Diploma in Food and beverage

BTC Pusa

07/2010 - 08/2011

12 in In Art's

CBSC

03/2008 - 03/2009

High school

CBSC

03/2006 - 03/2007

Languages

- English
- Hindi



Skills

Customer service experience, Knowledge of cash management and bookkeeping procedures, Team management skills, Strong organizational skills, Experience with facilities maintenance and/or security, Strong problem-solving skills, Availability to work in shifts including weekends,



Good command of MS word, excel or power point, Experience with hotel PMS Opera and IDS, and communication systems Chat and Triton.

Understanding of how travel planning websites & OTA's Booking and TripAdvisor. Customer service

Attitude Excellent communication and organizational skills.



Adaptability, growth mindset, work ethic, openness to feedback, Creativity, Interpersonal Communication, Critical Thinking, Problem Solving, Public Speaking,

Customer Service, Teamwork, Communication,



Collaboration, Accounting, Active Listening,

Adaptability, Negotiation, Conflict Resolution, Decision-

making, Empathy, Customer Service, Management, Leadership, Organized.

Strong multi-tasking skills Excellent organizational skills

Ability to adapt to a fluid environment

Commitment to a high level of customer service Strict

attention to detail Knowledge of area restaurants, theaters



and other attractions Ability to handle sensitive matter